Ref No: SQ17-000181

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

What steps is the Department taking to improve the accessibility of My Aged Care for people with diverse needs, including those from Culturally and Linguistically Diverse (CALD) backgrounds?

Answer:

The Department of Health funds the My Aged Care Accessibility Project, which investigates barriers to accessing My Aged Care that exist in CALD communities and proposes solutions for their reduction and removal.

All My Aged Care contact centre staff and assessors are trained under the Australian Quality Framework, which includes a module focused on diversity for special needs groups.

People who speak a language other than English can request assistance to communicate with My Aged Care through the Translating and Interpreting Service (TIS National).TIS covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

The My Aged Care website has an 'other languages' tab which displays key information in 18 languages.

The department hosted five My Aged Care co-design "discovery" workshops in October and November 2016, including one specifically on diverse needs and representatives provided feedback on what was, and was not, working for consumers with diverse needs to inform enhancements to My Aged Care policy/process and ICT systems.

The National Relay Service is also available for those clients with hearing or speech difficulties. All materials on the My Aged Care website are compliant with the Web Content Accessibility Guidelines version 2.0.

Service providers are able to indicate if their services are tailored for diverse needs groups and this information is displayed publicly on the service finders on the My Aged Care website.